Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	1 0	70 21	1 0	72 21
Customer Company Total	1 0	70 21	1 0	72 21

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	1 0	70 13	1 0	72 13
Customer Company Total	1 0	70 13	1 0	72 13

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	1 0.07	70 1.76	1 0.33	72 1.71
Customer Company Total	1 0.07	70 1.76	1 0.33	72 1.71

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	1 0	70 10	1 0	72 10
Customer Company Total	1 0	70 10	1 0	72 10

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Administrative Services	1 0.12	70 8.82	1 1.64	72 8.60
Customer Company Total	1 0.12	70 8.82	1 1.64	72 8.60

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Detail

INC000000238801	Marilee Richins	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	2.33
Application Services	Tony Larsen	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR:	157.77
INC000000239266	Anne Stehno	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.20
Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	192.75
INC000000249138	Brandon Bagley	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.23
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	6.07
INC000000249972	Elizabeth Perkes	Application	None	None		TIR Missed: Yes	TIR:	76.24
Capitol Hosting	Danny Black	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	76.24
INC000000253632	Sue Hoskins	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.88
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.62
INC000000255693	Matthew Boyer	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	6.03
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	6.08
INC000000255767	Brook McElmurry	Application	Error	ZENworks for Desktops		TIR Missed: Yes	TIR:	4.97
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	7.22
INC000000256060	Mike Kay	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.49
INC000000256289	Dorothy Phillips	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.08
Rural South Desktop Support	Meladye Shively	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.31
INC000000256499	Rich Chaffee	None	None	Avaya IP Softphone		TIR Missed: No	TIR:	0.64
Voice/Data/WAN Services	Greg Blessing	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.81
INC000000256582	Dan Martinez	Network	None	None		TIR Missed: No	TIR:	0.00
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.32
INC000000256774	Jake Jacobson	Mobile Devices	Error	None		TIR Missed: No	TIR:	0.15
Application Services	Danielle Hood	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.34
INC000000256962	Mark Dalton	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000257068	Dylan French	Network	Error	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.15
INC000000257466	Bob Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000257488	Jerry Walker	Application	Password	None		TIR Missed: No	TIR:	0.43
Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.80

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INC000000257820	Ken Roner	Application	Error	Financial Information Network	TIR Missed: Yes	TIR: 5.85
Capitol Desktop Support	Tracy Goble	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.86
INC000000257893	Tommy Pistone	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.16
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000258261	Gina Strack	Application	Error	Microsoft Excel	TIR Missed: Yes	TIR: 1.20
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.04
INC000000258320	Dan Martinez	Network	None	None	TIR Missed: No	TIR: 0.00
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.56
INC000000258395	Kim Hood	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.01
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 10.27
INC000000258962	Dorothy Phillips	Network	Error	None	TIR Missed: No	TIR: 0.08
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000259330	Brian Spencer	Network	Error	None	TIR Missed: Yes	TIR: 1.83
Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.46
INC000000259401	Elizabeth Perkes	Telecom	Feature	None	TIR Missed: No	TIR: 0.21
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000259616	Dan Martinez	Application	Reporting	Adobe Contribute	TIR Missed: No	TIR: 0.33
Metro C Desktop Support	Troy Buchanan	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 1.64
INC000000260009	Ken Williams	Application	Error	None	TIR Missed: No	TIR: 0.21
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.42
INC000000260540	Michael Rigby	Network	Incident	None	TIR Missed: Yes	TIR: 8.16
Capitol Hosting	Joe Benson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 53.70
INC000000260736	Jeremy Green	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.18
Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000260751	Arcy Lopez	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000260979	Sue Hoskins	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 1.12
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.55
INC000000260988	Scott Blackham	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.06
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.78
INC000000261111	John Reidhead	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.34
Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.89
INC000000261282	Lee Ericksen	Application	Error	None	TIR Missed: Yes	TIR: 1.73
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.11

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Incident	Requester	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000261509	Rick James	Mobile Devices	Error	BlackBerry Configuration			No	0.11		
	Help Desk	Sarah Johnson		Administrative Services	Low	Closed			No	0.34
INC000000261852	Glen Fairclough	Print/Copy/Scan/Fax	Queue	None			No	0.11		
	Metro B Desktop Support	Cindy Reed		Administrative Services	Low	Resolved			Yes	19.78
INC000000262129	Sue Hoskins	None	None	None			No	0.00		
	Metro D Help Desk	Doug Brown		Administrative Services	Low	Closed			No	0.00
INC000000262806	Marilee Richins	Application	None	None			No	0.00		
	Capitol Desktop Support	Chad Poll		Administrative Services	Low	Closed			No	0.00
INC000000262994	Joel Reeder	PC/Laptop	Performance	None			No	0.00		
	Capitol Desktop Support	Chad Poll		Administrative Services	Low	Closed			No	0.00
INC000000263257	Jeff C Williams	Print/Copy/Scan/Fax	None	None			No	0.00		
	Metro B Help Desk	Janet Hongsyvilay		Administrative Services	Low	Closed			No	0.30
INC000000263313	Rosemary Cundiff	Telecom	Dial Tone	None			No	0.07		
	Voice Operations	Annette Nielsen		Administrative Services	High	Closed			No	0.12
INC000000263683	Ken Williams	Network	Error	None			No	0.16		
	Metro B Desktop Support	Michael Barth		Administrative Services	Low	Closed			No	1.99
INC000000264188	Glen Fairclough	Print/Copy/Scan/Fax	None	None			No	0.00		
	Metro B Desktop Support	Cindy Reed		Administrative Services	Low	Resolved			No	5.74
INC000000264486	Sheri Wolfley	PC/Laptop	Performance	None			No	0.13		
	Help Desk	Eileen Dubach		Administrative Services	Low	Resolved			No	0.13
INC000000265014	Rosemary Cundiff	PC/Laptop	Virus	None			No	0.27		
	Metro B Help Desk	Ron LeBaron		Administrative Services	Low	Resolved			No	0.27
INC000000265026	Shawn Hess	Application	Password	Utah Master Directory			No	0.00		
	Help Desk	James Stearns		Administrative Services	Low	Resolved			No	0.00
INC000000265109	Gary Morris	PC/Laptop	Error	None			No	0.43		
	Capitol Desktop Support	Peter Musser		Administrative Services	Low	Resolved			No	0.47
INC000000265298	Crisanta Gwilliam	Network	Incident	None			No	0.32		
	Capitol Desktop Support	Peter Musser		Administrative Services	Low	Resolved			No	0.94
INC000000265467	Wayne Hofmann	PC/Laptop	Error	None			Yes	1.07		
	Capitol Desktop Support	Peter Musser		Administrative Services	Low	Resolved			No	5.04
INC000000265599	Brian Jensen	None	None	None			No	0.00		
	Capitol Desktop Support	Scott Wunderlich		Administrative Services	Low	Resolved			No	0.00
INC000000265603	Jan Rogerson	None	None	None			No	0.00		
	Capitol Desktop Support	Scott Wunderlich		Administrative Services	Low	Resolved			No	0.00

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INC000000265953	Kurt Baxter	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	2.12
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	5.56
INC000000266551	Brian Jensen	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266599	Mary Naylor	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266616	Jenn Johnson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266627	Mark Yeschick	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266665	Dorothy Phillips	Network	Incident	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000266883	Julie D'Alesandro	Application	Error	Cisco AnyConnect VPN Client			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.03
INC000000267744	Wayne Christensen	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.71
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.50
INC000000268092	Alan Bachman	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000268143	Sue Hoskins	Application	Reporting	None			TIR Missed: No	TIR:	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	3.06
INC000000268259	Glen Fairclough	Application	Error	Adobe Acrobat			TIR Missed: No	TIR:	0.09
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.05
INC000000268418	Rick Nauta	Telecom	None	None			TIR Missed: No	TIR:	0.26
	Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.95
INC000000268491	Rick Nauta	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.14
	Voice/Data/WAN Services	Mark Thomas	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000268746	Ed Wilson	Network	Password	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.91
INC000000268777	Sue Hoskins	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.68
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	1.11
INC000000269177	Dan Martinez	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000269332	Rod Swaner	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.43
	Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.86

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INC000000269354	Sue Hoskins	Application	Reporting	None			TIR Missed: No	TIR:	0.43
	Internal Application Development a David Yearsley		Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.43
INC000000269362	Dan Martinez	PC/Laptop	None	PGP			TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.61
INC000000269749	Cathy Burton	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.49
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.64
INC000000269966	Jan Rogerson	Network	Incident	None			TIR Missed: No	TIR:	0.41
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.85
INC000000270378	Jennifer R Hardy	PC/Laptop	None	PGP			TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.13